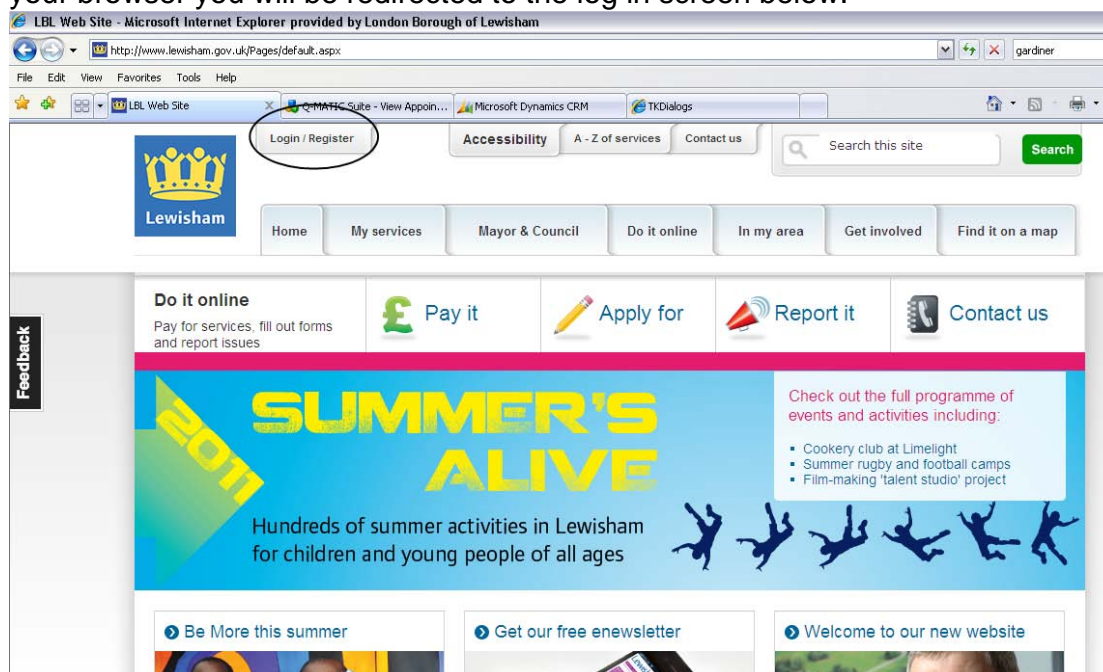


My Account user guide

users who registered before 14 July 2011



If you are an existing user who registered prior to 14 July 2011, you should be able to log in using the **log in / register** tab on the Lewisham Council homepage, www.lewisham.gov.uk. If you have your Citizen Account page bookmarked in your browser you will be redirected to the log in screen below.



You will then be presented with a log in screen, where you need to enter the email address and password you used previously.

[Home](#) > [Do it online](#) > [Log in](#)

My account

- Log in
- Register
- Forgotten password

Log in

Before you log in, please make sure that the address shown in the bar at the top of your Web browser starts with:

"https://auth.gfaid.co.uk/gfa/login"

If it does not, someone may be attempting to steal your password.

Please supply your email address and password to log in to this service.

If you already have a **Lewisham Council Online Account**, please enter the email address and password you use for that service.

Email address

Password

Log in

[I have forgotten my password](#)
[I need to register for this service](#)

London Borough of Lewisham Tel: 020 8314 6000 (24 hours) [Contact us](#)

My Account user guide

users who registered before 14 July 2011



You then need confirm your details. Please click on 'registration page' as shown below.

You must complete the registration, to ensure Lewisham has your up to date details.

Home > Do it online > Log in

My account

- Log in
- Register
- Forgotten password

You need to supply us with some details. Please go to the [registration page](#) and follow the instructions.

You will then be presented with three steps.

- Step 1: Title, first name, last name
- Step 2: Postcode and address, and optional organisation name.
- Step 3: Memorable phrase or word.

Home > Do it online > Register with Lewisham Council

My account

- Log in
- Register
- Forgotten password

Register with Lewisham Council - Step 1 of 3

Please tell us a little bit of information about yourself

Title *
First name *
Last name *

Go back Continue

Step 1: Title, First Name, Last Name

London Borough of Lewisham Tel: 020 8314 6000 (24 hours) Contact us

Home > Do it online > Register with Lewisham Council

My account

- Log in
- Register
- Forgotten password

Register with Lewisham Council - Step 2 of 3

Enter your full postcode and click the 'Find your address' button to automatically search for your full address and populate the fields below.

Your full postcode *

Find your address

Choose your address from the list below

Where relevant, please enter the organisation name as it appears on your bill.

Organisation

Go back Continue

Step 2: Post code & Address

Home > Do it online > Register with Lewisham Council

My account

- Log in
- Register
- Forgotten password

Register with Lewisham Council - Step 3 of 3

Please provide us with some security information. You will need to remember the details that you give here. We will use the following information if we need to verify your identity in the future.

Memorable word or phrase *

By registering with Lewisham Council you confirm that you have supplied correct and accurate information and you agree with [our terms and conditions](#).

Go back Submit

Step 3: Memorable Word or phrase

London Borough of Lewisham Tel: 020 8314 6000 (24 hours) Contact us

My Account user guide

users who registered before 14 July 2011



If the post code you have entered in step 3 above **matches a post code in one of your accounts** you will be redirected to a "Thank you page" and then you can log in to your account.

If the post code you have entered in step 3 above **does not match a post code in one of your accounts** you will be presented with a page advising that we will send you a PIN code by post to verify the updated address.

As you are an existing user, please click Continue and on the next screen select the green button '**OR – Skip this for now**'.

Accessibility A - Z of services Contact us enter keywords Search

Home My services The Mayor & Council Do it online In my area Get involved Find it on a map

Home > Do it online > Register with Lewisham Council

My account

- Log in
- Register
- Forgotten password

Thank you

We will send out a letter to your registered address within 3 working days containing a 6 digit validation code. When you receive this letter please come back and sign in to complete the upgrade of your account.

Please click the button below to complete this process and continue with your Log in

Continue

Home > Do it online > Register with London Borough of Lewisham

My account

- Change my email or password
- Log out

Complete Upgrade

Please enter the PIN code from the letter that we sent to you.

PIN Code

Complete Upgrade Clear

- OR - Skip this step for now

- OR - Resend PIN letter

You will be redirected to the website homepage as a logged in user. You can click on My account on the top pink tab or navigate to Do it online > My Account to access your account.

You should now be able to view and manage your accounts.

My Account user guide

users who registered before 14 July 2011



Logout My account Accessibility A - Z of services Contact us Search this site Search

Welcome Any Body

Home My services Mayor & Council **Do it online** In my area Get involved Find it on a map

Home > Do it online

Do it online

We offer a range of services online.

- Pay it
- Report it
- Apply for
- All online services

My Lewisham account

Create an account to view and manage your council tax, business rates and more.

Report it on a map

Use maps to report issues such as flytipping, graffiti and animal fouling.

Share this page

Print this page

Bookmark & Share

- Facebook
- Twitter
- Print
- Google
- Favorites
- Digg
- Delicious
- StumbleUpon
- Messenger
- Email
- Myspace
- More... (340)

Privacy

Logout My account Accessibility A - Z of services Contact us Search this site Search

Welcome Any Body

Home My services Mayor & Council **Do it online** In my area Get involved Find it on a map

Home > My Account > My account

My account

- My account
- Change my email or password
- Manage council tax account
- Manage landlord account
- Manage business rates account
- Log out

When are your bins collected:

Landlord - account number: [redacted]
Your latest payment amount was £2857.76
[View account summary](#)

Landlord - account number: [redacted]
Your latest payment amount was £468.88
[View account summary](#)

Landlord - account number: [redacted]
Your latest payment amount was £222.2

If you have a transaction case reference (e.g. CAS-12345-AB1C2D) you can enter it below to view details:

[Check status](#)